

**Customer Service**

Adelaide-based Customer Care Centre



**1300 SA WATER**  
**(1300 729 283)**



customer@saewater.com.au



Live chat  
www.saewater.com.au

SA Water, the leading provider of water services for around 1.7 million South Australians, has been working together with the community to supply safe, clean drinking water and a dependable sewerage service for more than 160 years.



MR D & MRS M MAIONE

CT5777247

AGENCY 1865618

**Total amount due:**

**\$426.82**

**Pay by:**

**05 Nov 21**

**Your water use snapshot**

Your average daily water use compared with the same quarter in previous years. To see how you compare to similar households visit [www.saewater.com.au/mybill](http://www.saewater.com.au/mybill).



Your average daily cost for this quarter  
**\$5.08**

**Your account**

Account no. **21 34895 00 5**  
 Invoice date **13 Oct 21**  
 Commercial **18 CROYDON RD KESWICK LT 197**

**Account summary**

Previous balance		\$433.53
Amount paid	⊖	\$433.53
New charges	⊕	\$426.82
<b>Current balance</b>	⊖	<b>\$426.82</b>

Fees may apply for late payment.

**Paper, Pee and Poo**



**Flush anything else and it just won't do!**

Remember the three Ps (toilet) paper, pee and poo, so we can keep your sewerage network and your property's pipes healthy and blockage free.

Watch videos on what not to flush at [saewater.com.au](http://saewater.com.au)

### Property value

You may object to the valuation referred to in this notice by writing served personally or by post to the Valuer-General within 60 days after the date of service of this notice.

But note:

- (a) If you have previously received a notice or notices under the Water Industry Act 2012 referring to the valuation and informing you of a 60 day objection period, the objection period is 60 days after service of the first such notice;
- (b) You may not object to the valuation if the Valuer-General has already considered an objection by you to that valuation.

The Valuer-General may extend the 60 day objection period where it can be shown there is reasonable cause by a person entitled to make an objection to a valuation.

A written objection to valuation must set out the full and detailed grounds for objection. Objections can be submitted via an online form at [sa.gov.au/landservices](http://sa.gov.au/landservices), or email objection to [LsgObjections@sa.gov.au](mailto:LsgObjections@sa.gov.au) with all valuation enquiries to 1300 653 346.

### Customer charter

Read our Standard Customer Contract and Customer Charter at [www.sawater.com.au](http://www.sawater.com.au)

### Change of your address

Change your postal address online via mySAWater or at [www.sawater.com.au](http://www.sawater.com.au). If ownership of your property changes, please refer all settlement queries to your conveyancer.

### Concessions

Eligible concession card holders or people assessed as being on a low income may be able to claim a remission on water and sewerage rates. Visit [sa.gov.au/concessions](http://sa.gov.au/concessions) or call 1800 307 758 to find out more.

### Payment assistance

If you are unable to pay your bill by the 'pay by' date, you can request an extension or setup a payment arrangement by calling 1300 SA WATER (1300 729 283) or with mySAWater.

### Interpreter service

If you require an interpreter, please call 131 450 and request the language you need.

+Υπηρέσiα Διερμηνείας τηλεφωνήστε στο 131 450

Servizio interpreti: per favore chiama 131 450

दुभाषिया सेवा: कृपया 131 450 पर फ़ोन करें

Cần Dịch Vụ Thông Ngôn, xin gọi cho số 131 450

传译服务: 请拨打电话 131 450

لخدمة الترجمة الشفهية: يرجى الإتصال على الرقم 131 450  
خدمات ترجمه: خواهشمند است تا با شماره تلفن 131 450 تماس حاصل نمایید.

## Paying your bill



Bill code: 8888  
Ref: 2134895005

### Telephone and Internet Banking — BPAY®

Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More information at [bpay.com.au](http://bpay.com.au)

### Paying online

Pay online at [www.sawater.com.au/paynow](http://www.sawater.com.au/paynow) for a range of options. Have your account number and credit card details to hand.

### Paying by phone

Call 1300 650 870 and pay by phone using your Visa/Mastercard 24/7.

## Water

Quarterly meter reading of water use in kilolitres (1kL = 1,000 litres) and the supply charge.

Meter(s)	Previous reading	Current reading	Use
K41101521	28 Jun 21	1306 20 Sep 21	1360 54kL
<b>Total reading(s)</b>			<b>54kL</b>

Proposed next read between 16 Dec 21 and 24 Dec 21

Charge Type	Period	Water Use	Price	Charge
Water use	28 Jun 21 to 30 Jun 21 (3 days)	1.92kL	1.92kL at \$2.775	\$5.33
Water use	01 Jul 21 to 20 Sep 21 (81 days)	52.08kL	52.08kL at \$2.806	\$146.14
Supply charge	01 Oct 21 to 31 Dec 21	Fixed fee		\$68.60

**Total Water** + **\$220.07**

## Sewerage

Access charge	01 Oct 21 to 31 Dec 21	Property value: \$770,000 at 26.85 cents per \$1000	\$206.75
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The quarterly charge for sewerage services (access to mains network, removal and treatment) is based on the property value as determined by the Valuer-General.

**Total Sewerage** + **\$206.75**

**Total** = **\$426.82**

Total GST of this invoice \$0.00

## Payment slip

Total amount due	\$426.82
Pay by date	05 Nov 21
Account no.	21 34895 00 5
Invoice date	13 Oct 21



\*591 2134895005

For credit: SA Water

Trancode	User code	Customer ref no.
831	009915	000213489500016



For more payment options, including extensions, visit [www.sawater.com.au](http://www.sawater.com.au) or call 1300 SA WATER (1300 729 283). ©Registered to BPAY Pty Ltd ABN 69 079 137 518

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